

DMV Employees Eat, Drink and Donate

By Kelly Manning

A recent Bridgeport Office cookout fed more than just employees.

Before Bridgeport employees could enjoy hamburgers, hotdogs or chicken hot off the grill at their branch cookout, they had to bring in canned food, clothing or other household items to be donated to charity.

"Employees were supposed to bring in at least \$4 to \$5 worth of items," Branch Manager Carol Sinnott said. "But almost everyone went over."

At the close of the business day on June 6, the Bridgeport Office had two tables overflowing with food, clothes, shoes, toiletry items and toys to be donated to the Bridgeport Rescue Mission.

The Bridgeport Rescue Mission provides outreach

programs, shelter and three meals a day to anyone in need. The homeless, recovering addicts, fire victims and others in need rely on the assistance of the Bridgeport Rescue Mission.

"Everyone who shows up for a meal is fed," Carol said. "No questions asked."

The Bridgeport Office was drawn to the Bridgeport Rescue Mission because everything that is donated is given to needy people in the city's neighborhoods. The charity makes use of mismatched socks, old knick-knacks and anything people are willing to donate.

"Everything gets used, nothing goes to waste" Carol said. "Items like body lotion are a luxury to some of these

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■ Off-Beat Feature

On Fridays, Scott Finch Goes From Suit to Scrubs

By Stephanie Blow

Hurricane Katrina didn't just change the lives of people in New Orleans. The event touched people around the nation. For Scott Finch of the Phone Center, it made him realize he wanted to make a difference.

"After Hurricane Katrina, I visited New Orleans with a friend and that's when I realized I wanted to help people," Scott said.

On Friday nights when most people are celebrating because their workday is over, Scott

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Scott Finch, of the Phone Center, dedicates his free time to help patients at Johnson Memorial Hospital.

■ Commissioner's Column

The Essence of Public Service

At a recent Department of Correction graduation ceremony for new employees, I had the opportunity to listen to some speakers, look at fresh-faced candidates ready for their jobs with the DOC and reflect on the meaning of public service.

My talk focused on the important role we all have working in government. I also reflected on our agency – and how I believe we're on the right track in our service to the public.

We continue to do great things within and outside our agency that have a positive impact on so many people.

For instance, our own Rich Sabonis, a CVSD inspector, faced a dire situation recently while on the road. Rich encountered a gentleman who apparently was attempt-

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Seize Opportunities Each Day in Public Service

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ing to commit suicide. However, thanks to Rich's quick-thinking and past training, he saved this person from a life-or-death circumstance.

I commend Rich for such a heroic deed. You never know when or how you will make a difference in a person's day, but in public service there will always be opportunities. Seize them.

It's also important to mention that supporting each other during these kinds of times is critical. Being there along side a colleague, staying with or calling her or his family, or helping with any kind of assistance he or she may need makes a connection and seals a bond that words cannot describe. This is important for all of us throughout the agency to remember and do in difficult times.

Teamwork is another hallmark of public service, and the 'Roadcheck 2006' campaign is a successful example of such work. Over a three-day period, the members of CVSD, along with the state police, handed out over 1,700 violations and took nearly 100 unsafe vehicles off the road. This was a true sweeping endeavor.

A recent editorial in the Connecticut Post commended our Department for its efforts. Day by day, our hard work is paying off and people are noticing.

There were two recent events that DMV participated in to benefit the Special Olympics. Both were huge successes.

I was proud to be a part of the "Tip-A-Cop" event last month at Outback Steakhouse in Newington. Deputy Commissioners Tony Portanova and Willie Ramirez also took part, and it was a blast.

But more importantly, the event raised \$3,093. The DMV participants generated \$735, a total second to only the Department of Correction, which raised \$1,192.

Thank you to everyone involved. While it's a tiring evening, it's very worthwhile.

In addition to "Tip-A-Cop," the DMV Roadsters team kart raced at Lime Rock Park for the second consecutive year.

Deputy Commissioner Portanova, CVSD's Del Cornell and Cindy Zuerblis, along with Waterbury Branch's Bob Russo and Joe Pelletier put the pedal to the metal for Special Olympics.

The race was a culmination of several separate charity events, coordinated by Maureen Doyle of the Commissioner's Office and Bob. DMV was able to raise \$1,763 – once again, a tremendous figure that shows just how many generous people we have here at DMV. That spirit of goodwill, and public service, translates in our offices throughout this state. These events prove it.

For example, I recently received a letter from a customer who dealt with Michele Walden of our Medical Review Division. The

correspondence spelled out what Michele did, which gets at the heart of public service.

The letter states, "(Michele) responded to phone calls in a timely manner, was able to direct and/or answer my concerns and problem solve with a most pleasant and helpful attitude. She certainly puts to rest any misconceptions about the service of the DMV..."

There, in a nutshell, is the power of high quality public service. Not only did Michele represent herself and her unit well, but she also represented all of us in a positive way, and the public takes notice.

I get many letters like this one. Not every customer will write in, but these pleasant experiences happen every day and make a difference in people's lives.

Keep up the great work everyone.



Commissioner Carpenter and Deputy Commissioner William Ramirez serve state employees at Tip-a-Cop.

ERC Corner

Survey Says: We Want Your Opinion

By Marj Knecht

We need your help! ERC is asking all employees to fill out a survey, which can be found on Inside DMV under ERC News. This is your chance to let us know the types of events and activities you want us to undertake, and in general, how you think we are doing. It will only take a few minutes to complete and we'd really appreciate everyone's input.

Good News! The deadline for selling season passes for Six Flags has been extended until July 31. As amusement park patrons know, in just a couple of visits, the pass pays for itself. Please see Michele Walden, Anthony Webb or Marj Knecht for Six Flags season passes and for single-day passes for both Six Flags and Lake Compounce.

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DMV Today

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Branch Operations

Things are always hopping in Branch Operations. Lt. Willie Mack is looking forward to the annual National Baptist Congress of Christian Education convention this month in Baltimore. He will be supervising the church youth group of 14 teenagers on the trip this year. Good luck Willie, even though 'you've got it made', we'll be saying a prayer for you.

Mike Generis has recently returned from a relaxing vacation in Punta Cana, Dominican Republic, to celebrate his 10-year wedding anniversary. Congratulations Mike and Rosalie!

Barbara Tanuis celebrated the birth of her first grandchild. Baby girl Cecelia was born on May 7. Mom, baby and the new grandparents are all happy and healthy.

Mary Lynch took another trip to Ireland in May with her niece and a friend. They all had a great time and are hoping to go again soon.

Anne Nardoza had her kitchen remodeled and has finally gotten the water turned back on in her kitchen sink. Thank goodness! No more washing dishes in the bathtub.

Marie Campitelli and her daughter, Danielle, enjoyed the Lion King production at the Bushnell. The costumes, makeup and stage settings were quite impressive.

Lastly, we all feel that have had enough rain here and are all looking forward to the sunshine during the rest of June.

Bridgeport Office

Bridgeport celebrated its May birthdays with cake. Happy birthday to agent Jim Paproski and examiner Anthony Echevarria.

Congratulations to Paula Pinto's son, Chris, a 2006 graduate of Naugatuck High School, who was accepted to Connecticut Culinary Institute in Suffield. Chris has received two awards and six scholarships for his outstanding achievements. Way to go Chris!

Speaking of food, we had our first cookout of the summer season on June 6. The price to eat was a donation of canned goods and contributions for our adopted charity, The Bridgeport Rescue Mission.

Commissioner's Office

The Carpenter nest is filling up again. The Commissioner's daughter, Kate, graduated from Penn State in May and will be coming home to Canton to start her teaching career this September.

Matt, the Commissioner's son, is home from college in Vermont and is enjoying his summer job in landscaping.

We are all planning our summer vacations and send out wishes for all our co-workers to have a happy and safe summer.

As some of you know, on May 24, our own DMV team,

Around The Agency

Deputy Commissioner Portanova, Del Cornell and Cindy Zuerblis, of CVSD and Bob Russo and Joe Pelletier of Waterbury Branch, along with support

staff Mary Lynch, of Branch Operations, Cindy George, of Human Resources, and Maureen Doyle, of the Commissioner's Office, competed in the Special Olympics Karting Challenge at Lime Rock Raceway in Lakeville for the second year in a row. The weather was perfect, and fun was had by all, even though we came in 12th place out of 12 entries. We are going to say, for the second year in a row, that we plan to do better next year!!!! The important thing is that we want to thank everyone who helped make our participation in this event possible. We raised a lot of money for a great cause.

Danbury Office

Summer is finally here! Danbury kicked it off with a summer barbecue with Francine LaPointe in charge. Everyone had a great time.

We want to send out congratulations to our Head Examiner Vicki Silverio and her husband, Paul, who are expecting their first child. Their new bundle of joy is due in early November. Best wishes to you both!

Hamden Office

We want to say to Jack Melia, "We miss you!" Come back soon, the office isn't the same without you.

Lisa Perrelli is a new addition to our office that we would like to welcome!

Congratulations goes out to manager Charlyne Sierota's son on his wedding. We send out our best wishes to you. Also,

happy birthday to everyone celebrating a birthday in June!

Norwich, Putnam and Willimantic Offices

We would like to welcome some new employees that have just started with us.

Sabrina Medina, Cynthia Dill and Shirley Hoffman, who are currently training in the Norwich Office, and Amanda Rivera and Mary-Jane Maheu, who are currently being trained in the Phone Center. Thank you Nancy Dumais, Patty Ferris, Scott Finch and all the trainers in the Phone Center for all your help with our new employees. You're giving them a great start!

We would like to thank Ellen Haines for helping us in the Willimantic Office, we all wish her well. We would like to welcome Nicole Vale from Wethersfield, who will be taking her place for a while.

Congratulations are also in order to Denise Potvin's niece, Anissa Potvin, who has recently graduated from the University of Connecticut.

Congratulations to Pat Woodall's daughter, Michelle Woodall, who recently graduated from Teamwork as an Esthetician (Skin Care Specialist).

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DMV Employees hit the dance floor at the ERC's Spring Gathering.

Around the Agency

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Old Saybrook Office

We give the inspectors top billing this month because they had the most activity of our office. Our newest Licensing Agent Bill Murray has eased into the working atmosphere of our office without a ripple. Previously with offsite testing, his familiarity with the procedures made the transition a smooth one.

Amanda, daughter of Agent Supervisor Andy Saltus, graduated from Briarwood College with an Associates of Science degree and an Early Childhood Education degree. Agent Rob Well's daughter, Kelly, graduated from the University of Maine at Machias with a degree in teaching and accepted a position as a 4th grade teacher in the Machias school system. He proudly shared with us the Machias University Teacher Education brochure, which features a photo of Kelly on the cover. Rob's daughter, Colleen Cowty, graduated first in her class from the Army Defense Language Institute. She studied Korean and will probably be stationed next in Korea.

Rebecca Bohnert's daughter, Samantha, is graduating from Vinal Tech in Middletown as a Certified Micro Computer Technologist. Rebecca went on vacation and planned Samantha's graduation / 18th birthday party and spending time with her mother, who is visiting from Florida. Kelly Getty's family vacationed in Cancun and returned with a tan that you can only get from Mexico.

We had a late Memorial Day feast. It was a potluck lunch as usual. We have some fine cooks in this office.

We would like to send condolences to Richard Lelyo and his family on the death of his mother in New Jersey.

Finally, welcome back for her third year to our outstanding Greeter and Camera Assistant, Alyssa Stopa, daughter of Terry. Alyssa finished her first year at Central studying Criminal Justice. This fall she plans to transfer to Briarwood College where her course of study will be Funeral Service Management.

Waterbury/Winsted Offices

What better way to usher out May after a busy couple of months with a "Gone Banana's Day." On May 31, nine employees participated in a "Banana Baking Contest." The only stipulation was that they had to use bananas in the recipe. Three well-respected employees were chosen to be the judges of this contest. They had to rate the recipe on taste, texture and appearance. They were "Hear No Evil" - Maintainer Jerry Speight, "See No Evil" - Manager Robert Russo, and "Speak No Evil" - Inspector John Hall. They looked very official in their "Monkey Masks." They acted like any "professional" monkey would. Those employees who did not participate

in the baking contest were awarded Monkey bracelets. Monkey games were also played during breaks with prizes being awarded. A fun time was had by all and everyone got to enjoy some great desserts. Congratulations go to the top three contestants of the baking contest - Brenda Wilson - Sugar Free Banana Cream Pie, Heidi Holtman - Banana Cream Pie, Dorothy Bruckner - Banana Trifle.

Welcome to summer workers Lori Shott and Dan Szmelter. We are glad you're here!

Happy June birthdays go out to Lori Druan, Pat Fischer and Omayra Rosado. Hope the sun shines on your day!

Inspector John Hall took a trip down South to see his daughter and also got to go to the Charlotte Nascar Race. Bob Russo also went to Dover to the car races. We're sure you both had a racing good time!

Wethersfield Office

Our office is a happening place lately! First we would like to do some "summer welcomes". Welcome to Audrey Alasso and Erica Yelmini, who have come to work with us for the summer. We thank you!

Welcome also to IRP, who have relocated to higher ground with us in the Public Room area. We hope you like your new home.

Congratulations and welcome to all who are expecting. Janice Gugliotti found out recently she is going to be a grandmother. Her daughter, Amy, is expecting a baby boy on September 24! Kerry Fitzgerald is an aunt! Her sister, Krystal, who works in the Phone Center had a baby in June! John Rak recently became a grandfather again! The quite content, Baby Dillan was born on January 30. Congratulations John! Robin DeNicola's great nephew, Travis, was born recently too!

There are lots of graduations this year too! Sara Sherman has "Irish twin" seniors graduating this year! Dawn Simons' daughter, Brea, graduated and is looking forward to attending college at Lake Erie in Ohio in the fall. Jennifer Pelletier's son, Darryl, is also graduating and is going to be attending Tunxis in the fall. Angel Diez-Deandino's son, Anthony, graduated from the University of Florida (Go Gators!) majoring in Business Marketing. He has already landed a job in his field! Congratulations to all the proud parents!

Bruce Taylor's daughter made the Dean's List and Janet Reynolds' son, Sean, completed his first year at Xavier and made the Head Masters List! Angelene Kelly's children both made honor roll! Congratulations again to all the proud parents!

Kathy Gallant's future daughter-in-law, Stacy Potter, will be representing Miss Forestville in the Miss Connecticut

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Monkeying Around. John Hall, Robert Russo and Jerry Speight, of the Waterbury Office, were the judges of the Banana Baking Contest.

Cookout Donations Feed Those in Need

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people.”

The Bridgeport Office donated to the Bridgeport Rescue Mission over the Christmas season and hopes to do so again in August.

“Our goal is to donate at least four times a year,” said Bridgeport Branch Manager Brenda Kennerly. “It’s fun for employees, and at the same time we are helping people.”

The Bridgeport Office encourages other branches and departments to research charities around the state and donate to them. Anyone interested in making a donation to the Bridgeport Rescue Mission should call (203) 333-4087.

“I would encourage any office to adopt a charity all year round,” Carol said. “People are not just in need during the holidays.”



Bridgeport Office employees, Myrna Viro, Carol Sinnott and Sherry Sierzant organize the donated goods for the Bridgeport Rescue Mission to pick up.

■ In Pursuit of Quality

Team Plants Seeds for Agency’s Future

By Kelly Manning

The future is now at DMV with the newly organized Strategic Planning Committee ready to go!

The committee, led by George White, of Planning, Research and Management Analysis, and Jim McKenna, of Administrative and Support Services, met for the first time this month and was introduced to the role it will play in strategic planning for the agency.

The committee will prepare for the expected as well as the unforeseen that the agency may face.

“Things are changing and with [the committee’s] perspective it will help us to come up with ways to improve the agency and the way in which we conduct business,” George said.

George cited examples in the meeting on how the DMV must stay dynamic and continue to develop its practices as times change, including the impact of the September 11 attacks and the continuing technological advancements, such as new computer software and programs.

“We want to instill strategic planning as a culture of the agency,” Jim said. “It will have an ongoing life.”

The committee will meet throughout the summer and its goal is to implement a plan by September 1 to be executed during the next three years.

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DMV by Day, E.R. by Night

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volunteers at the emergency room in Johnson Memorial Hospital in Stafford Springs. Scott has been volunteering at Johnson Memorial since January 2006 because of his drive to help people.

“I read an article in the paper about volunteering at the hospital and that’s when I decided I wanted to volunteer,” Scott said. “It’s not hard work, but it’s very fast paced.”

Scott helps out patients by getting them extra blankets, getting drinks for family members that are waiting with a patient, changing gurneys and bedding after a patient leaves and taking patients that are being admitted up to their floor and assisting nurses.

“He’s very helpful, a great worker, he’s quiet, kind and sincere,” said a secretary from the hospital.

The emergencies that Scott sees every day aren’t as dramatic or as frequent like the emergency rooms on television. However, working in the hospital, Scott is put in situations that an every day person most likely hasn’t seen before.

“You don’t always know how to handle certain situations,” Scott said.

One day a man came in who had been shot in the chest with a beanbag by a police officer and was handcuffed to a hospital bed.

“It’s not the type of room you want to walk into and ask if he needs an extra blanket,” Scott said.

Sometimes certain patients have different, more specific needs. There are other situations that Scott is faced with and doesn’t always know how to handle, such as psychiatric patients who Scott brings food and water.

“It’s hard because they’re restricted from a lot of things like sharp utensils,” Scott said.

One thing that has touched Scott emotionally is having to see the elderly people from the nursing home, which is located next door, who come into the emergency room with no family or support.

“Seeing the elderly people sitting by themselves or in their rooms all alone with no one there to comfort them or be with them through a tough situation is upsetting,” Scott said.

DMV Roadsters Race to the Finish for Special Olympics

By Ernie Bertothy

Bob Russo walked slowly away from the track, wiped sweat from his brow and then smiled. After several hours of karting, Bob could not hide his fatigue, nor his enjoyment.

Without saying a word, Bob, of the Waterbury Branch Office, had summed up the day for the DMV Roadsters at the karting challenge to benefit Special Olympics last month at Lime Rock Park in Salsb.

In short, it was exhausting, fun and worthwhile.

Bob, along with Deputy Commissioner Tony Portanova, Del Cornell and Cindy Zuerblis both of CVSD, and Joe Pelletier of the Waterbury Branch Office represented the agency in the race. The 2006 Karting Challenge on May 24, marked the culmination of charity work by DMV, which raised a total of \$1,763 for the Special Olympics of Connecticut.

"Even though we finished in the back of the pack, our team effort represented what we are as a department," Bob said.

It was the second consecutive year DMV had participated in the race and raised money.

Each team in the race had one individual racing at a time in 15-minute intervals. After a while, the grind of the competition showed amongst the DMV team members.

"That was tiring," Bob said after completing his third 15-minute period around the track. "I'm sweating, but I'd race all day long if I could."

Deputy Commissioner Portanova agreed with Bob. The tiredness and enjoyment went hand-in-hand for him.

"The fun was watching everybody get in and out of the karts," said Deputy Commissioner Portanova, who along with Bob competed last year in the same competition on behalf of DMV. "It seems that the older you are, the more difficult, almost impossible it is to get in and out of the kart."

The pleasure also came from supporting a valuable cause such as Special Olympics.

"Helping those in need has been an objective of mine for many years, and I enjoy every minute of it," Deputy Commissioner Portanova said.

Maureen Doyle, of the Commissioner's Office, and Bob, were the event's coordinators. The two, with the assistance of Mary Lynch of Branch Operations and Cindy George of Human Resources, helped plan and execute several fundraisers, including breakfast and lunch events at the Rowland Center and a breakfast at the Waterbury Branch Office.

"Thanks to all the people within the agency who donated," Maureen said. "Without them we would never be able to do this for such a great cause."

Despite the DMV's last place finish in the race, Maureen was already looking ahead to next year.

"Maybe next year we can come in somewhere other than last," Maureen said in tongue-in-cheek fashion. "There's always hope."

No matter the final results, reaching the finish line and representing the agency's employees that gave to the effort is equal to a first-place finish, according to Maureen.

"It's such a positive reflection on the agency," she said.



Joe Pelletier, Deputy Commissioner Tony Portanova, Cindy Zuerblis, Bob Russo and Del Cornell get ready to hit the race tracks

Planning Now for DMV's Future

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By taking into account past experiences and previous strategic plans that the agency has developed, the committee will build on their successes, and explore the weaknesses and improve upon them.

"We will build on old experiences," Jim said. "Things that worked in the past will be incorporated into the process. What didn't work so well before, will be improved upon to make it work this time."

An advantage the committee has going into the planning effort is the drive from the Executive Team, which will also provide direction and vision for the agency.

The committee will also obtain support from various departments around the Agency. It will rely on IST to enhance technology systems, Fiscal for the budget and Legal Services for the knowledge of the legislation plans.

Its goal is to begin working on the small projects, or

"easy victories," and then develop the larger ones.

"We must build on 'small wins,'" Jim said. "We will then have the ability to take on more complex issues and projects."

The Strategic Planning Committee includes, Carmen Arroyo, of Affirmative Action, Heather Amato, of Legal Services, Ernie Bertothy, of Corporate and Public Relations, Wayne Chappell, of Hamden Branch, Nick Demetriades, of IST, Nancy Dumais, of Customer Support Services, Michelle Hinds-Fields, of Hearings Representation, Beth Kranz, of Danbury Branch, Peter Leibovitz, of Fiscal, Lillian Lopez, of Human Resources, Bob McGarry, of Document Integrity, Kelly O'Connell, of Branch Operations, Joe Sitaro, of Emissions, Lee Telke, of Document Integrity, Tony Verillo, of Compliance Review, and Cindy Zuerblis, of CVSD.

Thanks to Training, Inspector Saves a Life

By Ernie Bertothy

CVSD Inspector Rich Sabonis knows all too well how important proper job training can be. While conducting a routine school bus exam in New Britain, he encountered a series of outside random events that required immediate responses. He was faced with a burning vehicle and a man inside the vehicle attempting to commit suicide.

The events unfolded so quickly that all Rich did was react to each incident that he was confronted with like clockwork. "Every day on the job is different," Rich said. "We're always taught to be prepared for the unexpected."

While driving in New Britain during the on-road exam, Rich spotted smoke coming from the passenger compartment of a vehicle, and told the driver to stop the bus. He exited the bus, approached the smoking vehicle, and found a man inside holding a burning rag. He ordered the man to exit the vehicle, who then picked up a two-gallon gas container, while still gripping the inflamed rag. "If those flames had hit the gas container, there could have

been an instant ball of fire," Rich said.

Rich went to get a fire extinguisher from the school bus, only to find the man had reentered the vehicle wielding a knife. Rich then instructed the instructor and trainee to lock themselves in the bus, while he phoned New Britain police for assistance. Simultaneously, Rich scanned the roadway for oncoming traffic that might present an added safety concern. Minutes later, the police arrived and defused the situation.

"I am very proud of Inspector Sabonis and the manner in which he handled this incident," said Deputy Commissioner Portanova, who oversees CVSD. "Richard took control of the situation, utilized his training and prevented a tragedy. I applaud him on his swift response."

Although the situation only lasted about 30 minutes, its effects could have been life-altering had Rich not had the proper training, which proved invaluable in a situation such as this! "How you train is how you act," added Rich. "My training prepared me very well."

Intern Special to DMV Today



Stephanie Blow

Stephanie Blow, a junior at Great Path Academy in Manchester, is a special addition to June's and July's DMV Today.

Stephanie was a three-week intern, who assisted in the Corporate and Public Relations Unit and performed a variety of tasks.

In addition to writing stories for the newsletter, Stephanie compiled the press digest, worked on the agency's Web site creating and updating Web pages, designed graphics for the Web site, took photographs around the agency and handled Commissioner correspondence letters.

Stephanie was a delight in the office and the Corporate and Public Relations Unit would like to wish her well in her future endeavors.

For Your Reading Pleasure...

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Wethersfield had its first Book and Bake sale on June 22. Employees stocked up on reading materials for the summer and enjoyed home baked treats. Waterbury employees should mark their calendars for its June 28 Book and Bake Sale. All types of books, CD's, DVD's and VCR tapes will be sold at rock-bottom prices. We will also have door prizes, one of which Deputy Commissioner Tony Portanova very generously donated: lunch for two at the Hartford Club.

Lastly, The Irish Club was hopping with DMV staff and friends at the annual Spring Gathering. Our own Sheila Lawrence from the Norwalk Branch Office kept those tunes playing and the place rocked until close. With the delicious food, great company and incredible door prizes, it was a memorable evening for everyone!

As always, we thank all those who support us and wish all DMV staff a very safe and restful summer.

Around the Agency

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pageant being held this month. She was first-runner up last year! We wish her luck!

Ellen Haines talks everyday to her son, Erik Douglas, who is currently stationed in Tikrit, Iraq, serving our country in the U.S. Army and is due to come home in November. We wish him well and a safe return home. Also, Ellen has moved in with her mom in Wethersfield for a while to help her out during her mom's time of need.

Congratulations to all employees who received "kudos letters" from customers for outstanding service. They include Madelon Dyki, Kerry Fitzgerald, Michele Mazur, Michelle Abrahamson, Theresa Pickens and Nichole Varney. Your hard work and dedication really is appreciated!

Wethersfield thought for the month: As Bruce Taylor always says: "The shortest bridge, with the widest span between people is a smile."